



DAMAGE APPEAL

Scope: Residential Life

Issued : July 21, 2020

Revised: May 7, 2021

I. Policy

Process Names: *Damage Appeal*

Process Owner: *Residential Life and Education*

Functional Areas Involved in Administering Process:

*Residential Life and Education
Financial and Human Resource Services*

Process Map:

The following process must be followed in order for a student to receive consideration to appeal damage billing charges or other charges associated with Residential Life.

1. Student receives notification of charges email on the day charges are created in StarRez. Charges will appear on student's account the next business day.
2. Student has ten (10) business days from date of email to request an appeal for charges indicated in the StarRez notification email.
3. Student must initiate the appeal process in written form via their LSU email address. Due to FERPA regulations a parent/guardian cannot submit an appeal on behalf of the student.
4. Student must email housing@lsu.edu with the following criteria about their appeal request:
 - a. The charge amount is not appropriate for the damage incurred,
 - b. The resident did not reside in the space during the time the charge was placed, and/or
 - c. The resident is not the responsible party for the damage and a roommate is taking full responsibility for the damages charged
5. Informal questions regarding the origin and cause of a charge are not considered an appeal.
6. Appeals will only be considered for charges specific to Residential Life practices including
 - a. Temporary card and rental key fees
 - b. Lock change requests

- c. Damage billing.
 - d. Activity cards. Refunds on activity cards will not be considered for appeal after the date of record of each semester
- 7. After a formal appeal has been submitted, the appeal will be forwarded to the Residence Coordinator supervising the community from which the charge originated. If there is no Residence Coordinator currently overseeing the community, the appeal will be forwarded to the Assistant/Associate Director overseeing that area.
- 8. The Residence Coordinator will review the request for appeal and investigate the charges no later than seven (7) business days after the successful completion of an appeal request by the student.
- 9. In the case where the Residence Coordinator does not hear the original appeal, the Assistant/Associate Director of their area will proceed with the following steps as well.
- 10. The Residence Coordinator or designee will render a decision of financial responsibility and will send the outcome letter to the student's LSU email address.
 - a. Student is found not financially responsible for stated charges
 - i. Residence Coordinator or designee notifies the Associate Director of Revenue Management, Department of Residential Life, that the student is released from financial responsibility.
 - ii. The Associate Director of Revenue Management or designee will issue a credit to the student's account in the amount of the financial responsibility, **process is complete.**
 - b. Student is found financially responsible for the stated charges.
 - i. Student agrees with decision; financial responsibility stands and student waives right for appeal, **process is complete.**
 - ii. Student does not agree with decision; student appeals decision to the Assistant/Associate Director who oversees that residential area. In the case where the Assistant/Associate Director heard the first appeal, the second appeal would then be directed to a peer Assistant/Associate Director.
 - 1. Appeal must be in the form of a written document addressed to the corresponding Assistant/Associate Director within five (5) business days of receipt of the initial decision.
 - 2. The appeal should include the information provided in the initial appeal as well as any other new information or specific concerns the student has about the outcome.
- 11. The Assistant/Associate Director will review the request for appeal and investigate the charges within seven (7) business days of receiving the appeal in writing.
- 12. The Assistant/Associate Director will render a decision of financial responsibility and will send the outcome letter to the student's LSU email address.
 - a. Student is found not financially responsible for stated charges
 - i. Assistant/Associate Director notifies the Associate Director of Revenue Management, Department of Residential Life, that the student is released from financial responsibility.
 - ii. The Associate Director of Revenue Management or designee will issue a credit to the student's account in the amount of the financial responsibility, **process is complete.**
 - b. Student is found financially responsible for the stated charges.

- i. Student agrees with decision; financial responsibility stands and student waives right for appeal, **process is complete.**
 - ii. Student does not agree with decision; student appeals decision to the Director of Residential Life and Education.
 1. Appeal must be in the form of a written document addressed to the Director of Residential Life and Education or designee within five (5) business days of receipt of the second appeal decision.
 2. The appeal should include the information provided in the initial appeal as well as any other new information or specific concerns the student has about the outcome.
13. The Director of Residential Life and Education or designee will review the request for appeal and investigate the charges within seven (7) business days of receiving the appeal in writing.
14. The Director of Residential Life and Education or designee will render a decision of financial responsibility and will send the outcome letter to the student's LSU email address.
 - a. Student is found not financially responsible for stated charges
 - i. Director of Residential Life and Education or designee notifies the Associate Director of Revenue Management, Department of Residential Life, that the student is released from financial responsibility.
 - ii. The Associate Director of Revenue Management or designee will issue a credit to the student's account in the amount of the financial responsibility, **process is complete.**
 - b. Student is found financially responsible for the stated charges.
 - i. Student agrees with decision; financial responsibility stands and student waives right for appeal, **process is complete.**
 - ii. Student does not agree with decision; there is no further process to appeal.

The decision by the Director of Residential Life and Education or designee concludes the appellate process for the specific Residential Life charge.